

Dr. rer. nat. B. Wittig



Eindhoven, 5 December 2017

Subject: Alfine hub

Dear Dr. Wittig,

Via Shimano Inc., Mr Yozo Shimano, we received the message that you sent a letter (d.d. 2 October 2017) directly to him because you were not satisfied by the answer you received from our distributor Paul Lange & Co. in Germany.

Because we, as Shimano Europe, handle all service and warranty issues within Europe I would like to send you the official reply given by Shimano Inc.

Firstly, many thanks for using Shimano components and the fact that you are satisfied about the performance in general.

Related to the specific situation you reported about the Alfine 11 speed hub, we investigated this issue at our Shimano factory.

This product is already in the market for a long time. If the described phenomena (broken spring) would be due to incorrect material or production process, you would expect that we would receive many warranties from the market. However, we have no similar case, so most likely it has nothing to do with our production process nor with the used materials.

The required strength and fatigue tests, described in the ISO 4210 standards, Shimano performs several times. Yet, we could never reproduce the broken spring as you described.

Also the fact that you found the broken spring at the 'driver' side (sprocket side) we investigated, however we cannot find a reason why the broken spring could have happen in that area. This because originally the spring is assembled at the 'non-driver' side and the connection between the driver and non-driver side is blocked by internal parts.

For above mentioned reasons we are convinced about the current performance of our Shimano Alfine 11 speed hub in the market.

As you can expect from Shimano we are constantly monitoring the performance of our components in the market.

You mentioned that you had some damaged parts on your bicycle and your helmet. If you would be able to specify this, Shimano is willing to offer you a reasonable compensation for these components to thank you for all the effort you took to report this to Shimano.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Peter Winterman', with a stylized flourish at the end.

Peter Winterman

Sr. Manager Customer Service & Technical Support
Shimano Europe B.V.